

Sep 22, 2010

A toilet break and security protocol

WE THANK Ms Rachel Tan for her letter last Saturday ("Bus driver not allowed to use hotel's toilet").

The Regent Singapore's management team has reviewed our security tape and spoken with the woman attendant and our Director of Security regarding this incident.

The attendant noticed a bus parked outside on double yellow lines at the hotel's Cuscaden Road entrance with no driver inside. As a security protocol, The Regent Singapore does not permit any vehicle to be left unattended at its driveways. She called for the bus driver who had entered the men's restroom. When no one responded, she entered the restroom to check on the man. Upon bumping into him, she asked if he was the driver of the bus and informed him that he should use the restrooms located at our B1 carpark.

As the hotel's lobby restrooms are located next to our ballroom and in close proximity to our food and beverage outlets, the hotel reserves these restrooms for hotel guests and food and beverage patrons. The bus driver then walked over to our Director of Security and the latter repeated the message.

Camilla Chiam (Ms)

Director, Public Relations

The Regent Singapore, A Four Seasons Hotel